



THEORY 1 st - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	5th
Course name / Module	Hospitality Education III		
Course code	SHT 1520		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS

- Maximum Marks: **20**
- Duration of Examination: **01 Hour**
- Attempt all questions.
- ~~Write the answers in the answer sheet.~~

1. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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Q.1. What is the first thing you do when you find fire in Hotel?

- A. Switch on fire alarm
B. Side position
C. Check breathing
D. Check consciousness

- a) Hotel & Restaurant Accounts & clarification Committee
b) Hotel & Restaurant Approval & Classification Committee
c) Hotel & Restaurant Central Committee
d) None of these

Q.2. At what temperature are frozen products stored?

- A. -10°
B. -14°
C. -18°
D. -20°

Q.5. Emergency planning may include:

- a) Installation of warning, alarm and sprinkler systems
b) Circulating emergency contact information
c) Establishing first aid facilities
d) All of the above

Q.3 Q5 Which is not a useful lactic acid bacteria?

- A. Yeast
B. White mould
C. Lysteria
D. Acetic acid bacteria

Q.4. What is HRACC?

2. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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Q.1. Types of safety measures in hotel industries?

Q.2. What do you understand by occupational hygiene? Name the three sub-areas and give a short example per area.

Q.3. What do you report when you call an emergency: write down with five bullet points?

3. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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Q.1. What should employees do in an emergency?

Q.2. Factors that contribute to foodborne outbreaks? Explain in points wise.

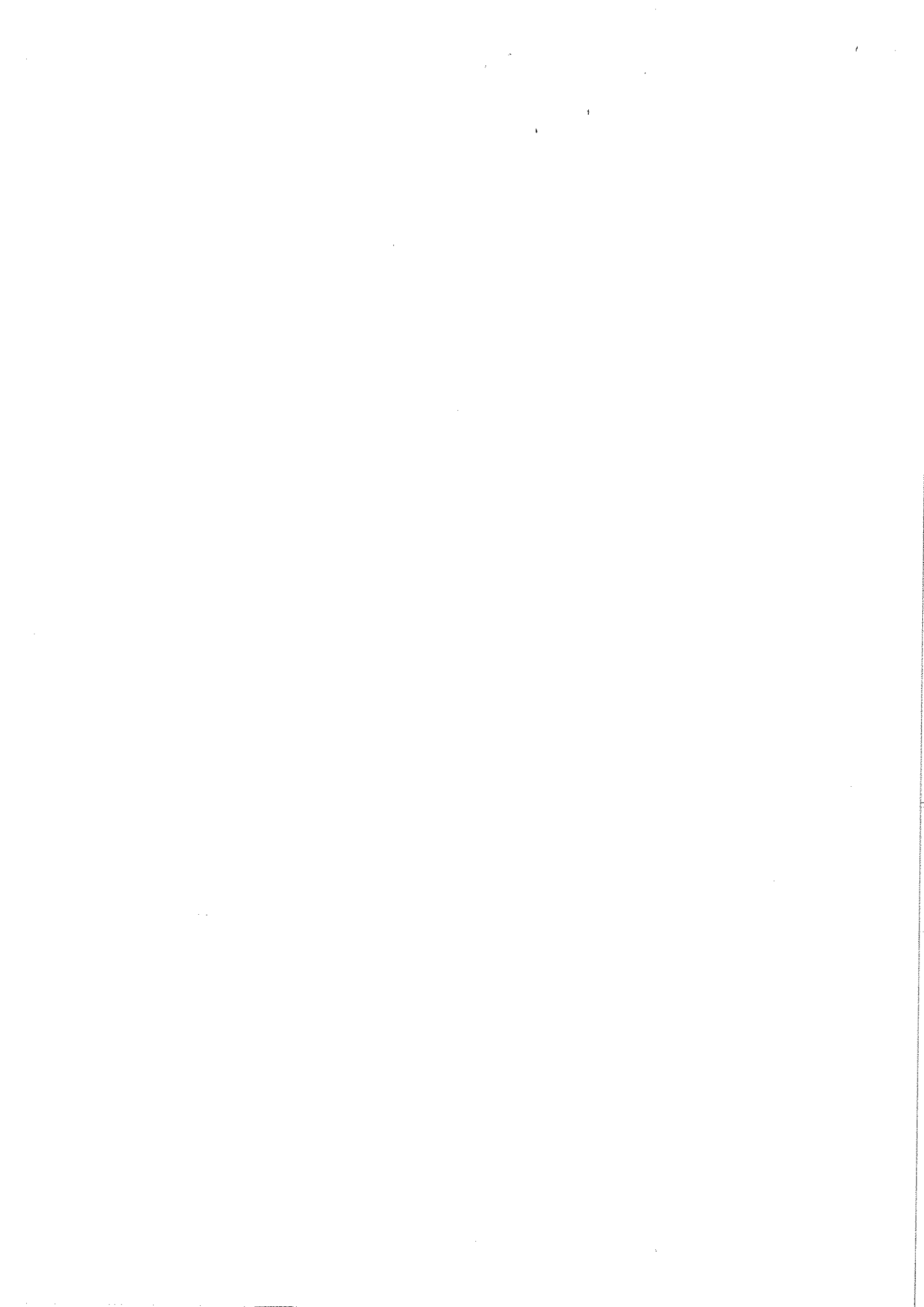
Q.3. With 70 workers, a job takes 96 days. How many additional workers must be hired if the work is to be completed in 84 days?

BHARTIYA SKILL DEVELOPMENT UNIVERSITY JAIPUR

Plot No. 005/001-002 | Domestic Tariff Area | Mahindra World | City Jaipur | Rajasthan

www.ruji-bsdu.in | +91 91166 11131

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THEORY 1 st - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	3 rd
Course name / Module	Front & Back Office Management Advanced		
Course code	SHT 1330		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS
<ul style="list-style-type: none"> • Maximum Marks: 20 • Duration of Examination: 01 Hour • Attempt all questions.

1. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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- | | |
|---|--|
| <p>Q.1.What is PMS?</p> <ul style="list-style-type: none"> a) Software b) Whitney c) Embassy d) Amendments <p>Q.2.What is LLR room?</p> <ul style="list-style-type: none"> a) Cash b) Left Lift Room c) Left Luggage Room d) Master Folio <p>Q.3.The Account made for Hotel Guest is also known as ...?</p> <ul style="list-style-type: none"> a) Master Folio | <ul style="list-style-type: none"> b) Employee Folio c) Visitor tabular ledger d) Guest Folio <p>Q.4.What is VVIP?</p> <ul style="list-style-type: none"> a) Very virtual Person b) Very Very Important person c) Central reservation system d) None of these <p>Q.5.What is Shawman</p> <ul style="list-style-type: none"> a) Software b) Hardware c) Technique d) Formula |
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2. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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- Q.1.Write down the Check In Process.
- Q.2.Write down the Importance of Feedback.
- Q.3.Write down the importance of Personal Identity Verification Documents.

3. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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- Q.1. Write down the importance of software in Hotel.
- Q.2. What is C Form? Explain?
- Q.3. Write down the process of Guest request?

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THEORY 1 ST - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	3 rd
Course name / Module	Housekeeping Services Manager Advanced		
Course code	SHT 1340		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS
<ul style="list-style-type: none"> • Maximum Marks: 20 • Duration of Examination: 01 Hour • Attempt all questions.

1. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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Q.1 Which of the following is not a cleaning agent?

- a) Soap oil
- b) Phenol
- c) Detergent
- d) Broom

- c) 22"X22"
- d) 26"X54"

Q.2. What is twin room?

- a) Single bed
- b) Double Bed
- c) 2 Single bed
- d) 2 double bed

Q.4. What does OOO Stands for?

- a) Out of occupied
- b) Out of Order
- c) Occupied of Off
- d) Oil order occupied

Q.3. What is the size of the "Bath Towel"?

- a) 25"X45"
- b) 24"X42"

Q.5 Which of the following item is mostly costly overheads.

- a) Cleaning Agents
- b) Linen
- c) Cleaning equipments
- d) Decorative items

2. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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- Q.1. Write down the Process of Laundry Cycle.
- Q.2. Write down the Importance of Housekeeping in Hotel.
- Q.3. Write Down all chemical name with its Use.

3. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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- Q.1. Write down the process of working into the laundry.
- Q.2. What is Calender Machine? Explain?
- Q.3. Write down five type of Hotel Room and Explain?

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THEORY 1 st - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	3 rd
Course name / Module	Hospitality Education II		
Course code	SHT 1320		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS
<ul style="list-style-type: none"> Maximum Marks: 20 Duration of Examination: 01 Hour Attempt all questions.

A. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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Q.1 Healthy food is composed of

- a) Vegetables and fruit
- b) Cereal products and potatoes
- c) Milk and dairy products
- d) All of the above

Q.4. What Is A Motel ?

- a) A Small Hotel
- b) A Small Hotel On The Highway Where Motorists Check In
- c) A Large Hotel With Parking Facilities
- d) A Hotel With A Restaurant

Q.2.how we can hotel employees manage safety at work place ?

- a) Manage work to ensure the safety, health & welfare of employees
- b) Prevent improper conduct or dangerous behavior
- c) Ensure written procedures, e.g. safety statement
- d) All of the above

Q.5. What is a BRUNCH?

- a) Combination of Breakfast & Lunch
- b) Lunch & Dinner
- c) Breakfast & Lunch
- d) Aperio & Lunch

Q.3 Full form of UHT process?

- a) Ultra -high temperature
- b) Ultimate –high temperture
- c) Ultra –higher temperature
- d) None of the above

B. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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Q.1.What is Risk factors may include in hotel industries?

Q.2. Nutrition pyramids: name one recommendation per level for healthy and enjoyable eat and drink up.

Q.3 What is Hazards ?

C. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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Q.1. Explain harmful and useful bacteria? with one example each.

Q.2. Which points have to be considered to prevent damage in case of fire?

Q.3 What actions should hotel employees know before an emergency occurs?

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THEORY 1 st - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	5 th
Course name / Module	Front office Manager Professional		
Course code	SHT 1530		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS
<ul style="list-style-type: none">• Maximum Marks: 20• Duration of Examination: 01 Hour• Attempt all questions.

1. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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- Q.1.A group is defined as:
- a) 20 or More people
 - b) 10 or More People
 - c) 5 or More People
 - d) 2 or More People
- Q.2.DAR Stand For?
- a) Daily Account Recievable
 - b) Daily Acconting Record
 - c) Daily activity Record
 - d) Daily activity Report
- Q.3.Guest should not be placed on hold more than....?
- a) 5 Second
 - b) 10 Second
 - c) 20 Seconds
 - d) 30 seconds
- Q.4.What is VVIP?
- a) Very virtual Person
 - b) Very Very Important person
 - c) Central reservation system
 - d) None of these
- Q.5.What is Key Card?
- a) Software
 - b) Hardware
 - c) Technique
 - d) Formula

2. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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- Q.1.Write down the Check Out Process.
- Q.2 How to Handle the Complaints ?
- Q.3.Write down the Personal atticates of Front Office Personal.

3. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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- Q.1. Write down the process of Over Stay.
- Q.2. What is passport? Explain?
- Q.3. Write down the Guest cycle?

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THEORY 1 st - IN-SEM EXAMINATION			
SESSION: 2022-23(SUMMER SEMESTER)			
B.Voc/M.Voc	B.Voc	Semester	5 th
Course name / Module	Housekeeping Manager Professional		
Course code	SHT 1540		
Date			
Name of the Student		Reg. No.	

INSTRUCTIONS
<ul style="list-style-type: none"> • Maximum Marks: 20 • Duration of Examination: 01 Hour • Attempt all questions.

1. Section A (05 objective type questions, each question carries 01 mark)	05×1 = 05
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Q.1 the procedure of entering a guest room is

- a) Enter
- b) Knock the door
- c) Knock Again
- d) Announce Housekeeping and wait for the reply

- b) Service Elevator
- c) Near the restaurant
- d) Near the laundry

Q.2. Uniform room stacks

- a) Soiled uniform
- b) Uniform in current use
- c) Damaged uniform
- d) All in above

Q.4. who co-ordinate with the other departments

- a) Executive housekeeper
- b) Floor supervisor
- c) Assistant housekeeper
- d) Desk control attendant

Q.3. Normally Floor pantries are situated near

- a) Service area

Q.5 Heavy Equipment store contain

- a) Water tank
- b) Files & Forms of front office department
- c) Bulky items used by the housekeeping staff
- d) None of the above

2. Section B (03 short answer type questions, each question carries 02 marks)	03×02 = 06
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- Q.1. Write down the bed making process.
- Q.2 How to Handle the Guest Request in Housekeeping?
- Q.3. Write down the importance of Cleaning in Hotel.

3. Section C (03 long type questions, each question carries 03 marks)	03×03 = 09
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- Q.1. Write down the process of Laundry Machine Management.
- Q.2. What down the process of washing machine operation? Explain?
- Q.3. Write is darty dozen?

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Answer Key SHT 1340**Section A**

1)D 2)D 3)D 4)B 5)C

Section B

Q.1.

1. Step 1: Pre-sorting. ...
2. Step 2: Proper bagging transportation. ...
3. Step 3: Sorting. ...
4. Step 4: Washing. ...
5. Step 5: Drying & ironing. ...
6. Step 6: Packing clean linen. ...
7. Step 7: Post-wash transportation. ...
8. Step 8: Storing of clean linen.

Q.2.

Housekeeping staff is responsible for **ensuring that guest areas are trim and spruce**, and without housekeeping, the state of a hotel would quickly deteriorate. The housekeeping department is the backbone of any hotel and it plays a crucial role in keeping guests satisfied.

Q.3.

TASKI CLEANING AGENTS LIST - R1 to R9	
TASKI R1 / Diversey R1	Cleaning and Sanitising of Bathroom / Toilet surfaces
TASKI R2 / Diversey R2	All-purpose cleaning agent / Hygienic Hard Surface Cleaner
TASKI R3 / Diversey R3	For Cleaning Glass and Mirror Cleaner
TASKI R4 / Diversey R4	For Furniture Polish and Cleaning / Furniture Maintainer
TASKI R5 / Diversey R5	Air Freshener / Room Freshener / Bathroom Freshener
TASKI R6 / Diversey R6	Heavy-duty toilet bowl/urinal cleaner for the removal of limescale, stains and other residues.
TASKI R7 / Diversey R7	For removal of oil and grease from floor / Non-abrasive cream cleaner for water-resistant hard surfaces
TASKI R8 / Diversey R8	Kettle Descaler - Highly effective acid based descaler for kettles, kitchen equipment, shower heads etc.
TASKI R9 / Diversey R9	Fully formulated cleaner for cleaning all fittings and walls in the bathroom, sink, tub, tiles and fittings.

Section C

Q.1.

Laundry processes include washing (usually with water containing detergents or other chemicals), agitation, rinsing, drying, pressing (ironing), and **folding**.

Q.2.

The calender machine imparts a smooth touch to the fabric by improving the fabric's opacity and compressing it to make it lighter. It also reduces yarn slippage. To make the fabric more aesthetically appealing calendaring is a must

Q.3.

1. Single 2. Double 3. Cabana 4. Panthouse 5. Parlour Room

M. Püssl
06.10.2022

Answers SHT 1520

Section- A

Ans 1 a, Ans 2 c, Ans 3 b, Ans 4 b, Ans 5 d

Section-B

Ans 1

- Health safety (nontoxic cleaning material and detergents used)
- Installations and fixtures (check electrical, plumbing, air-conditioning and other installations)
- Public and work areas (e.g. slippery floors, hazardous obstacles in traffic areas), safety of furniture, equipment, appliances, and utensils.

Ans 2

- | | |
|------------------------|--------------------------------------|
| 1. Food hygiene: | Correct storage of food |
| 2. Industrial hygiene: | Cleaning and disinfection |
| 3. Personal hygiene: | Jewelry, hair, beard, nails, Uniform |

Ans 3

1. Where is the scene of the accident?
2. Who is on the phone?
3. What happened?
4. What has already been done?
5. How Many people are involved?

Section -C

Ans 1.

- Leave the area quickly but in an orderly manner, following the work site's emergency evacuation plan; go directly to the nearest fire-free and smoke-free stairwell recognizing that in some circumstances the only available exit route may contain limited amounts of smoke or fire
- Listen carefully for instructions over the building's public address system
- Crawl low, under the smoke to breathe cleaner air if there is a fire; test doors for heat before opening them by placing the back of your hand against the door so you do not burn your palm and fingers; do not open a hot door, but find another exit route; keep "fire doors" closed to slow the spread of smoke and fire
- Avoid using elevators when evacuating a burning building
- Report to the designated meeting place
- Do not re-enter the building until directed by authorities

Ans.2

- Improper hand washing
- Chemical or bacterial toxins
- Improper cooling
- Inadequate hot holding and improper reheating of leftovers
- Inadequate cooking times or temperatures
- Ingestion of raw contaminated food
- Employees working in food preparation who are ill
- Improper cleaning and sanitization of equipment
- Employees who practice poor personal hygiene
- Cross contamination
- Food products from unsafe sources

Ans 3

- With 70 workers, a job takes 96 days. How many additional workers must be hired if the work is to be completed in 84 days?
- 96 days equals 70 employees
- 84 days equals: 70 employees x 96 days + 84 days = 80 employees
- 80 employees - 70 employees = **10 employees**

M. Püssli
06.10.2022

Answers SHT 1320

Section- A

Ans 1 d, Ans 2 d, Ans 3 a, Ans 4 b, Ans 5 a

Section- B**Ans 1**

The chance, high, or low, that someone might be harmed by a hazard, experiencing danger, loss or injury is called risk.

Examples of Risk :

- Terrorism
- Kidnapping / Robbery by organized crime / Opportunist robbery / Burglary from rooms
- Prevention:
- Baggage theft / Fraud
- Fire
- Infestation
- Food poisoning
- Burns and scalds:

Ans 2

- Moderate with pleasure
- Daily with Mass
- Sufficient daily
- at every main meal
- 5 a day in different colours
- Spread over the day

Ans 3

- Hazards can either be acute or chronic risk. Acute is short-term and chronic is long-term. An example of an acute Hazard may be an electric shock whereby a chronic hazard may be skin problems after many years of using cleaning chemicals. Organizations are now required by law to carry out an assessment of risks within their operation.

Section- C

Ans 1. Useful bacteria: some bacteria that are used as probiotics, or those living in human gut are useful bacteria.

Example such as Yogurt .

Harmful bacteria:

- spoil food, making it inedible and often harmful to health.
- harmful to health
- Certain bacteria poison food through their excretions
- which can lead to very dangerous food poisoning.
- food poisoning
- Bacteria that cause illness (pathogens) get into the food and into the food and with it to the consumer, who becomes ill

Ans.2

- Avoid panic
- Alarm
- Initiate rescue measures,- fight fire,- Providing first aid

Ans 3

- Be familiar with the work site's emergency evacuation plan
- Know the pathway to at least two alternative exits from every room/area at the workplace
- Recognize the sound/signaling method of the fire/evacuation alarms
- Know who to contact in an emergency and how to contact them
- Know where the fire/evacuation alarms are located and how to use them
- Report damaged or malfunction safety systems and back-up systems

M. Rüssler
06.10.2022



Answer Key SHT 1540

Section A

1) d 2) b 3) b 4) d 5) c

Section B

Q.1.

Then the mattress is spread over the bed. The mattress cover is then put on the mattress.

The bottom sheet is spread over now with the wide hem at the top or head end. The sheet is well tucked under the mattress from all sides. The rubber sheet or mackintosh sheet is spread at the centre & tucked on side to side. At the same time the top of the draw sheet is placed 45cms from head & about 30cms is tucked under mattress on sides. Now you go to the other side of the bed & fold the draw sheet back over the rubber sheet towards centre of the bed. The lower sheet should be made tight under head of mattress making a metered (or square) corner & pull tightly & tuck from the top to bottom. The blanket is placed at the centre of the bed with its top 20cms approximately from top of the mattress. The top sheet is folded back over the blanket.

Q.2.

Listen to the guest with concern & empathy.

Give your undivided attention.

Stay Calm.

Keep in mind the guest Self Esteem.

Take the complaint seriously.

Do not blame others.

Tell the guest what can be done.

Set an approximate time for the completion of corrective action.

Q.3. Cleanliness is supreme when a guest needs to book a hotel. The most significant factor hotels need to focus on is understanding the importance of hygiene and sanitation. Having a clean hotel is one of the essential factors in gaining customer loyalty. Many hotel guests will provide reviews online following their stays.

Section C

Q.1.

Clean the lint filter. ...

Wash the washing machine. ...

Prevent musty odors and mildew. ...

Measure your detergent. ...

Don't overload the machine.

Q.2.

Dose correctly. Follow the instructions on the packaging of your laundry detergent, like Ariel Matic Liquid. ...

Load the laundry. Open the door and place the laundry in the machine. ...

Choose the temperature. ...

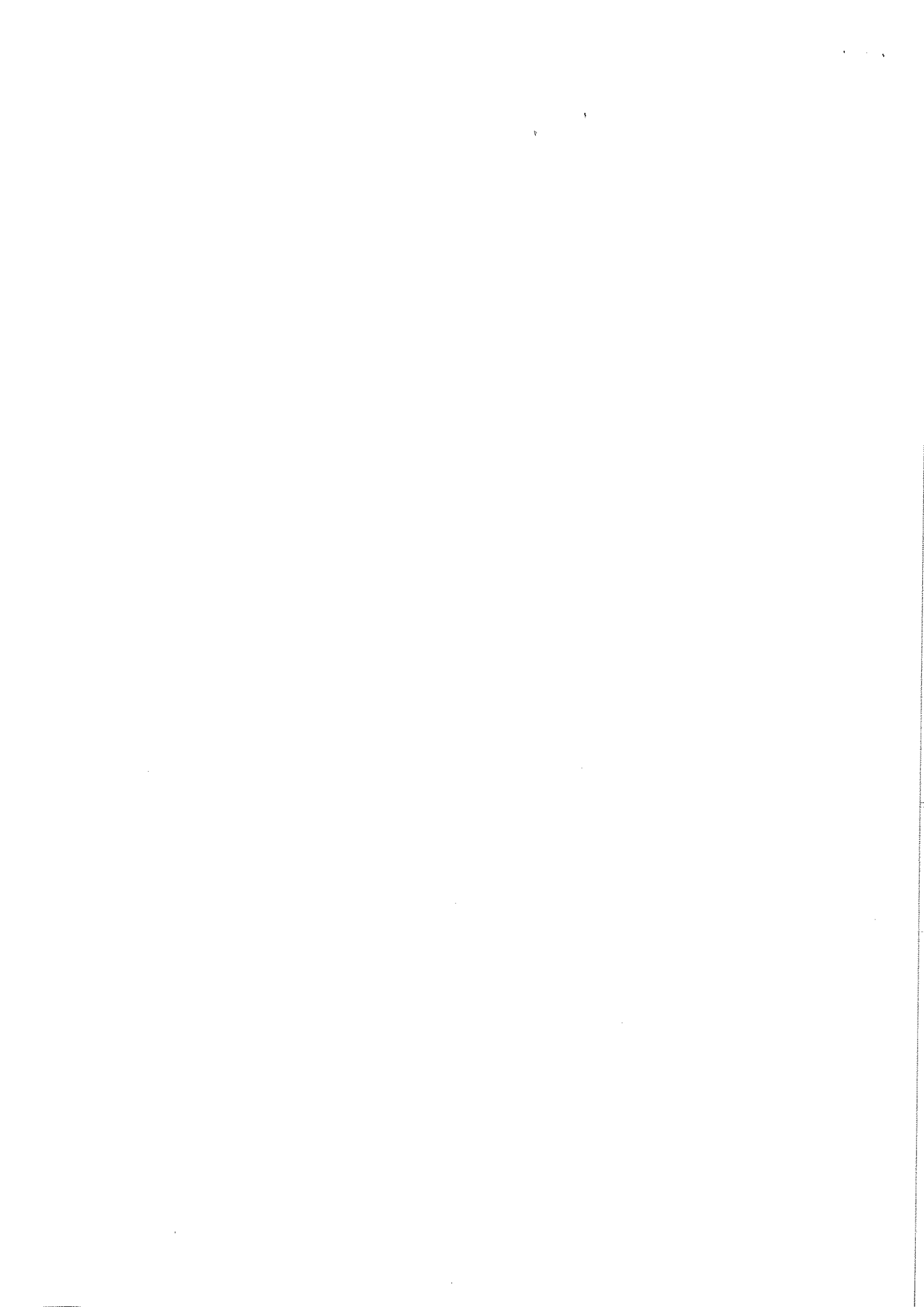
Select the right spin cycle. ...

Close the door and press go. ...

Unload clothes

Q.3. The Deep are in the guest room which cannot be focus during normal cleaning.

M. Püssl
06.10.2022



Answer Key SHT 1330**Section A**

1)A 2)C 3)B 4)B 5)C

Section B

Q.1.

The guest arrives and heads to your reception/front desk. The guest is identified and has their details checked. Front desk staff will give the guest an introduction to the hotel. The guest will take note of amenities and regulations etc and ask any questions.

Q.2.

Feedback **improves learner confidence, motivation to learn and ultimately, a learner's attainment.** It's also what your people want - 65% of employees say they want more feedback. Feedback comes in many shapes and forms. You can deliver feedback episodically, in isolated instances or on an ongoing basis.

Q.3.

An ID check **ensures that there is a real person behind a process and proves that they are who they claim to be.** This prevents anyone from carrying out a process on other people's behalf without authorisation, creating false identities, or committing fraud.

Section C

Q.1.

Hotel software **allows hotel owners or managers to streamline their administrative tasks while cutting costs and increasing bookings at the same time.** The software system isn't just important for the day-to-day operations of a hotel, but it also plays a vital role in the overall guest experience.

Q.2.

C Form is **designed for collecting prerequisite information of foreigner guest whose accommodation is made in hotel.** This is indeed requirements for security points of view. Its one copy must be submitted at the FRRO (foreign regional registration office).

Q.3.

Listen to the guest with concern & empathy.

Give your undivided attention.

Stay Calm.

Keep in mind the guest Self Esteem.

Take the complaint seriously.

Do not blame others.

Tell the guest what can be done.

Set an approximate time for the completion of corrective action.

M. Püssl
06.10.2022



Answer Key SHT 1530

Section A

- 1) A 2) c 3) d 4) b 5) b

Section B

Q.1.

1. Guest requests checkout.
2. Desk clerk inquires about quality of products and services.
3. Guest returns key to desk clerk.
4. Desk clerk retrieves hard copy of electronic folio.
5. Desk clerk reviews folio for completeness.
6. Guest reviews charges and payments.

Q.2.

1. Listen to the complaint. Thank the customer for bringing the matter to your attention. ...
2. Record details of the complaint. ...
3. Get all the facts. ...
4. Discuss options for fixing the problem. ...
5. Act quickly. ...
6. Keep your promises. ...
7. Follow up

Q.3.

Etiquettes and Manners for Hotel Staff / Front Office Staff ; Always greet guest and colleagues with a smile and maintain a friendly and pleasant expression.

Section C

Q.1.

Present an alternate guestroom suggestion to an overstay guest, explaining that an arriving guest holds a reservation for his or her assigned room.

Q.2.

A formal document issued by an authorized official of a country to one of its citizens that is usually necessary for exit from and reentry into the country, that allows the citizen to travel in a foreign country in accordance with visa requirements, and that requests protection for the citizen while abroad.

Q.3.

The guest cycle is the complete experience that a guest goes through in a hotel: from making the booking to departure and the interaction with the hotel even after departure. . Pre-arrival: The interaction between a guest and a hotel before the guest arrives at the hotel forms the pre-arrival phase of guest cycle.

M. Püssli
06.10.2022
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